



TERMS & CONDITIONS

These terms and conditions must be read and signed by customers of DUBAI KENNELS & CATTERY (DKC) before we will accept responsibility for the care of your pets.

1. Vaccinations & Vaccination Cards

DKC will not accept any pets on our premises who are not fully vaccinated. We also must be shown their original vaccination card on every visit, which we will then photocopy for our own records if we do not already have the latest version.

If your pet's vaccinations are still valid but he or she will need boosters during the time with us, we will happily arrange for this to be done if you wish. However, there will be a handling fee added to the actual vet bill for this service. Otherwise, you will need to ensure that any necessary boosters are administered before you arrive at DKC. If your pet is being vaccinated for the first time before coming to stay with us, then we must see by their vaccination card that they have been given all necessary vaccinations at least the minimum number of days in advance of the arrival.

- Cats: Rabies. Also, Feline Rhinotracheitis, Calicivirus and Panleukopenia (first-time vaccinations must be at least 21 days old so that the required antibodies can develop), usually administered as a single, combined injection and more commonly known by their brand names, *Tri-cat*, *Feligen*, *Feval5* and *Fel-O-Vax*.
- Dogs: Rabies. Also, Distemper, Canine Hepatitis, Leptospirosis and Parvovirus, usually administered as a single, combined injection and more commonly known as DHLPP. A similar combined vaccination called DHLPP is also acceptable and includes Canine Parainfluenza, helping to protect against Canine Cough (first-time vaccinations must be at least 21 days old so that the required antibodies can develop). However, whether or not your pet is vaccinated against Canine Parainfluenza, we still require a separate Canine Cough vaccination against Bordetella (usually and preferably administered using the nasal application by vets in the UAE), which must be administered at least 7 days before your pet boards with us and needs to be, and should be, boosted annually at the very least, and preferably every six months if you intend to kennel your dog frequently.
- Birds: No vaccinations are required for birds, but if your bird is protected under the *Convention of International Trade in Endangered Species (CITES)*, then we need to keep a copy of this certificate for our files. For more information, see www.cites.org.
- Ferrets: Rabies. First vaccination should be done at 12 weeks old and repeated annually.
- Rabbits: If you are importing your rabbit to us, then vaccinations will be required for Viral Haemorrhagic Disease (VHD) and Myxomatosis (first-time vaccinations must be at least 21 days old so that the required antibodies can develop).

2. Tags & Microchips

Municipal Registration Tags: By law the Dubai Municipality require that all dogs and cats are registered and wearing tags. We don't require this for your pet to stay at DKC and we don't know how well this is enforced by the government, but we do recommend you have this taken care of with your own vet, the municipal vet, or with us.

Microchipping: Dubai Municipality require that your pet is microchipped. If your pet is lost or stolen and ends up with the Municipality but is not microchipped, we know there to be a very strong possibility that the Municipality will euthanize him/her without delay because it would be impossible for them to trace your pet back to you without this important means of identification. So please do consider this seriously. Note also that if you are importing your pet into the UAE it is indeed a legal requirement for all dogs and cats entering the country to already be microchipped.

3. Some not-quite-so-cool cats

We will not board any unneutered male cats over the age of 6 months old. If you need assistance with neutering, please let us know.

4. Flea and tick protection

All dogs and cats must receive a dose of Frontline upon arrival at DKC's premises for any boarding period exceeding 48 hours, including those pets who are with us not for boarding per se, but rather for relocation. We appreciate that many of our customers apply this and similar products before arrival, but we nevertheless require an application in our presence. You can buy a dose of Frontline from us or of course you are welcome to use your own dose purchased elsewhere, but we must see it being applied by you or gain permission from you to apply it ourselves on the day that your pet arrives to stay with us.

We do suggest that in the future you consider the timing of your Frontline (or similar products) applications for your pet when you know that you have a booking with us, so that you are not unnecessarily often giving your pet doses of flea and tick protection. We are concerned here only with regard to the financial cost to you of applying a dose at our premises just a short time, perhaps only days, after having already applied a dose at home. Please note that there is no health risk associated with multiple doses of Frontline within a month, even though only one dose a month (or less often) is required to protect your pet.

5. Feeding

DKC provide and primarily depend upon Eukanuba & Iams, Hill's Science Plan and Royal Canin dry for your dogs and cats. We also provide tinned food (Pedigree and Whiskas) and chicken breast and rice when specifically requested or when we see that your pet wants or needs any of these options instead. We of course do accommodate almost any other diet you wish, but in most cases will require you to either supply that diet yourself or pay for the provision once you return to take your pet home. If your pet requires a particular type of Eukanuba/Iams, Hill's Science Plan, Royal Canin or tinned food that we do not normally stock, we will usually provide for your pet free of charge, but might ask you to pay for and take with you any unfinished packages.

If your pet is neither a dog nor a cat but another type of cuddly being altogether, we may or may not cover the cost for you of providing the necessary diet. We will agree this with you before you leave your pet with us.

6. Feeding... with a note from your doctor !

Many Eukanuba/Iams, Hill's Science Plan and Royal Canin products, although available over the counter, are actually speciality products designed specifically to deal with certain health issues that your dog or cat might have (Struvite and Dermatitis products, for example). DKC require written, dated confirmation from your veterinarian that your pet requires any of these products before we will sell them over the counter or provide them for feeding while your pet boards with us. We hope you will understand that although a bit inconvenient, we do this in your pet's best interest.

7. Weight loss or gain

DKC's customers understand and acknowledge that their pet, particularly dogs and cats, may lose or gain weight while in our care and that this is almost always



a very normal reaction to a change of environment. As an aid to monitoring this, all dogs and cats are weighed upon arrival and every two weeks of their stay with us thereafter; also, of course, if ever we think there might be a weight issue.

8. Chew-chew train

Dogs chew. And chew and chew. Especially some, and especially adolescents. And if they aren't *given* something to chew, they'll *find* something!! And truthfully, they *need* something to chew. It's appropriate and required behaviour, and our job and yours is to try to make sure they have the right kind of chew-thing when they need it. So, please understand that occasionally we may give your dog a rawhide chew and that you will be charged for this. We promise not to take advantage and you are of course more than welcome to *chew us out* for making more of a *meal of this* than we ought to.

9. Personal belongings

DKC will of course take good care of any bedding, toys, cages, etc., that owners may wish to leave with us and their pets while their pets are in our care. However, we do not accept responsibility for these items with regard to loss or damage. Please note that in the case of dogs and cats, we *do* provide "vetbeds". Generally, we are very well stocked with all the things your pet may need, so we ask you to keep to a minimum the number and variety of items that you leave with us for your pet while you're away.

10. Veterinary attention

If your pet becomes ill while in DKC's care, we will take him or her to the veterinarian you have specified on our "Admission Form ...a bit about YOU". We charge AED 250 for a vet run and will invoice you for the vet charges at the end of your pet's stay with us. If you have not specified a vet on our form then we will use DKC's preferred veterinarian. Although very rare, it is possible that a call-out might be necessary, so customers should be aware that veterinarian call-out charges can run as high as between AED 300 and AED 500. Please also note, importantly, that DKC is not liable for veterinary fees for care provided to your pet while in our care.

11. In case of minor emergency

DKC will of course care for your pet in the event of any major incident or direct trauma, and in such circumstances will also make every possible effort to contact and inform you. Occasionally, our boarders also experience minor problems (e.g. eating fussiness or loss of hunger, frequency and quality of toileting, superficial cuts, skin rashes, eye and ear infections, etc.) that are dealt with in a generally routine manner and for which the attention of a veterinarian may or may not be required. You need to ensure that you indicate on our Admission Form whether or not you would like DKC to contact you under these circumstances as well.

12. Payment concerns

Paying before and after ~ All known fees, such as boarding, flea and tick protection, etc. must be paid in full upon arrival. All unknown, or unanticipated fees, such as vet bills or extended stays, must be paid in full upon departure. Any over-payments will be refunded in full upon departure or credited to your account for use at a later date, whichever you prefer.

We need a credit card number ~ We require that you show us a valid credit card when you bring in your pet for boarding, regardless the actual method of payment you choose. The card number will be recorded for our records and if you decide to use us again in the future (say you will, say you will!!!), we will always need to refer to our records to confirm that we still have valid information.

Authorisation to take payment ~ In our Admission Form we require you to indicate authorisation for DKC to take payment from your credit card in your absence on the first of each month in the event that your pet remains boarding with us for a period of time that extends beyond the original paid booking dates. DKC will always take credit card payment in such cases on the first of every month. We do this without obligation to inform you, though we will always try to do so.

A day of boarding ~ You need to collect your pet by 12noon on the day of departure to avoid additional boarding charges.

Deposits ~ A deposit of AED 500 per enclosure is required at the time of making your booking for any boarding reservations which fall, either in part or in whole, within DKC's summer or Christmas periods. A DKC summer is defined as 01 June - 30 September. A DKC Christmas is defined as 10 December - 10 January.

We *do* refund deposits. Happily. If your reservation is cancelled one month or more *before* the start-date of the booking, then we refund without question or hesitation. If the reservation is cancelled *within* one month of the start-date of the booking, then we will refund so long as we can fill your place, which we almost always can.

13. When the unthinkable happens

A few times a year, for one reason or another, we and the other kennels operators in this country find ourselves in the terrible situation of caring for pets whose owners have... well, either become unreliable with regard to maintaining the costs associated with the care of their pets, or those who have simply disappeared. With no small amount of discomfort, therefore, we need to add the following to our Terms & Conditions:

DKC reserve the right to remove your pet from our care under the following conditions: If your pet is not collected by the end of the boarding period for which you have paid and DKC have had no communication from you or are experiencing difficulty communicating reliably with you or cannot for whatever reason collect payment for continued boarding either directly from you or from your credit card. This is never something we wish to do and is always something we try long and hard to avoid.

Customer Name (print & sign): _____

DKC Staff (print & sign): _____

Date: _____